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104 Prioress Place
Piedmont, SC 29673
July 13, 2010

Ms. Jocelyn Boyd
RE: United Utilities
Docket #2009-479-WS

RECEIVED
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GREENVILLE
SC 29673

Dear Ms. Boyd:

I am a -19- year resident of the Canterbury Subdivision, located at Hwys. 25 & 86 in Piedmont SC and respectfully request consideration in the above listed rate increase matter.

As a resident who uses United Utilities without an alternative provider, I request denial for their request for a rate increase. Their customer service has always been minimal, yet their increase amounts so substantial. Their billing does not properly identify or itemize charges for services – which as a customer I expect. Duke Energy, Greenville Water, AT&T and most other public service providers explain in their billing what the customer is being billed for and how. Why can't United Utilities do the same? It is only in recent years that they began to provide a return envelope for mailing your payment in!

United Utilities charges \$48.24 per month for waste water usage in Canterbury, yet none of us know how that figure is calculated. We do not know what type of chemical treatment we are getting or how often the treatment occurs.

Please deny United Utilities request for a rate increase in Docket #2009-479-WS.

Sincerely,


Rufus Everette Perry
Canterbury Resident